

Amendments To Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-13. (Cancelled)

14. (New) A method, comprising:

receiving, by a computer based system for managing customer travel, a booking request via a travel channel;

accessing, by the computer based system, travel booking data and customer data;

analyzing, by the computer based system, the travel booking data and the customer data, based on the booking request;

accessing, by the computer based system, a global distribution system, the global distribution system comprising a travel service inventory, a local transportation service inventory, and a lodging services inventory,

wherein the travel service inventory, the local transportation service inventory, and the lodging services inventory are provided from a plurality of vendors,

wherein the travel service inventory includes at least one of airline flight inventory, train route inventory, and bus route inventory,

wherein the local transportation service inventory includes at least one of rental car inventory and public transportation inventory, and

wherein the lodging services inventory includes at least one of condominium rental inventory and hotel room inventory;

displaying, by the computer based system, a travel itinerary, based on the travel booking data, the customer data, the booking request, and at least one of the travel service inventory, the local transportation service inventory and the lodging services inventory,

restricting, by the computer based system, display of the lodging services in response to the booking request containing a same-day travel service;

creating, by the computer based system, a travel reservation;

receiving, by the computer based system, a change request via a traveler counselor office;
and

modifying, by the computer based system, the booking request based on the change request, the travel booking data, the customer data, and at least one of the travel service inventory, the local transportation service inventory, and the lodging services inventory.

15. (New) The method of claim 14, wherein the travel channel comprises an internet connection, a telephone, and the traveler counselor office.

16. (New) The method of claim 14, wherein the booking request is an unformatted e-mail message.

17. (New) The method of claim 14, wherein the change request is an unformatted e-mail message.

18. (New) The method of claim 14, wherein the travel reservation comprises flight reservation information, hotel reservation information, and car rental reservation information.

19. (New) The method of claim 1, further comprising associating, by the computer based system, the travel reservation with the customer data.

20. (New) A tangible non-transitory computer-readable storage medium having computer-executable instructions stored thereon that, if executed by a computer based system for managing customer travel, cause the computer based system to perform operations comprising:

receiving, by the computer based system, a booking request via a travel channel;

accessing, by the computer based system, travel booking data and customer data;

analyzing, by the computer based system, the travel booking data and the customer data, based on the booking request;

accessing, by the computer based system, a global distribution system, the global distribution system comprising a travel service inventory, a local transportation service inventory, and a lodging services inventory,

wherein the travel service inventory, the local transportation service inventory, and a the lodging services inventory are provided from a plurality of vendors,

wherein the travel service inventory includes airline flight inventory, train route inventory, and bus route inventory,

wherein the local transportation service inventory includes rental car inventory, and public transportation inventory, and

wherein the lodging services inventory includes condominium rental inventory, and hotel room inventory;

displaying, by the computer based system, a travel itinerary, based on the travel booking data, the customer data, the booking request, and at least one of the travel service inventory, the local transportation service inventory and the lodging services inventory,

restricting, by the computer based system, display of the lodging services in response to the booking request containing a same-day travel service;

creating, by the computer based system, a travel reservation;

receiving, by the computer based system, a change request via a traveler counselor office;
and

modifying, by the computer based system, the booking request based on the change request, the travel booking data, the customer data, and at least one of the travel service inventory, the local transportation service inventory, and the lodging services inventory.

21. (New) A computer based system for managing customer travel comprising:

a network interface communicating with a memory;

the memory communicating with a processor; and

the processor, when executing a computer program, is configured to:

receive a booking request via a travel channel;

access travel booking data and customer data;

analyze the travel booking data and the customer data, based on the booking request;

access a global distribution system, the global distribution system comprising a travel service inventory, a local transportation service inventory, and a lodging services inventory,

wherein the travel service inventory, the local transportation service inventory, and a the lodging services inventory are provided from a plurality of vendors,

wherein the travel service inventory includes airline flight inventory, train route inventory, and bus route inventory,

wherein the local transportation service inventory includes rental car inventory, and public transportation inventory, and

wherein the lodging services inventory includes condominium rental inventory, and hotel room inventory;

display a travel itinerary, based on the travel booking data, the customer data, the booking request, and at least one of the travel service inventory, the local transportation service inventory and the lodging services inventory,

restrict display of the lodging services in response to the booking request containing a same-day travel service;

create a travel reservation;

receive a change request via a traveler counselor office; and

modify the booking request based on the change request, the travel booking data, the customer data, and at least one of the travel service inventory, the local transportation service inventory, and the lodging services inventory.